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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Richard HARPER, et al.

Serial No.: 09/929,143

Group Art Unit: 2114

Filing Date: August 15, 2001

Examiner: Joshua A. Lohn

For: METHOD AND SYSTEM FOR PROACTIVELY REDUCING THE OUTAGE TIME  
OF A COMPUTER SYSTEM

Honorable Commissioner for Patents  
Alexandria, VA 22313-1450  
Box AF

Do NOT  
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JAL  
2/17/05

AMENDMENT UNDER 37 C.F.R. § 1.116

Sir:

In response to the Office Action dated December 14, 2004, please amend the above-identified application as follows:

INTRODUCTORY COMMENTS

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 11 of this paper.